

CONSOLIDATED MAIL SERVICES

# *CMS Express*

[www.ga.wa.gov/mail](http://www.ga.wa.gov/mail)

*CMS—Working for you!*

## Revised Postal Regulation Prompts Mail Design Changes

Consolidated Mail Services was recently notified of a revised postal regulation. The USPS is vigorously enforcing rule C010.6.1 in the Domestic Mail Manual.

The change effects all mail in windowed envelopes. The regulation states that “a clear space of at least 1/8 inch is required between the address block, which includes any optional endorsement line and any barcode, and the top, bottom, and left and right edges of the address window, and must remain when the insert is moved to its full limits in each direction within the envelope to ensure efficient processing and delivery”.

The impact of this regulation to CMS and our customers is significant. At the present time, mail submitted to CMS comes in a variety of envelopes with an even greater variety of inserts—warrants, forms, registrations, correspondence, etc. The task facing agencies will be to make sure that the inserts in windowed envelopes are fitted or folded properly to insure that they meet the regulation.

CMS has been granted a waiver from the USPS until July 7, 2004, to al-

low agencies to use back stock of forms and envelopes, while also redesigning mail pieces. During this time, CMS will be working with customers to help them achieve solutions that fit their needs.

CMS recently partnered with the USPS and held three Mail Seminars to train customers in mail piece design. The regulation was the topic most agencies had questions about.

CMS is committed to helping customers with this issue. Comments or questions should be forwarded to Customer Service at 664-9506 or the Outgoing Section at 664-9618.

### Dates to Remember

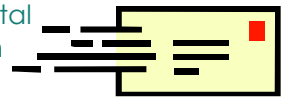
- 5/31 Memorial Day
- 6/15 Quarterly Customer Tour and Training
- July—Incoming and Campus Mail Surveys

### Did You Know?

CMS recently hosted Mail Piece Design Seminars with emphasis on the revised postal regulation and the “tap test”. Over 150 people attended representing 35 agencies.

CMS would like to thank Rae Crider, Amrik Kamoh, and Chris Bailey of the USPS for their participation.

Look for continued updates regarding this subject on our website at [www.ga.wa.gov/mail](http://www.ga.wa.gov/mail). Click on “Urgent Postal Regulation Update”.



## Enhanced Security at the CMS Facility

CMS has entered the final phase of a project to heighten security at our facility located at 616 Cherry Street. Our goal is to provide an added level of security for client mail while maintaining a balance of customer accessibility.

Truck bay doors will now remain closed. Customers coming to CMS should use the Administrative office entrance located on 7<sup>th</sup> Avenue during regular business hours (7:00am-5:30pm M-F).

An additional entrance is located on Legion Street and can be used at any time. At this entrance please ring the buzzer between the entry door and the truck door. Look for the new Consolidated Mail Services signs near both entrances.

CMS has also installed a “drop box” near the Administrative office door on 7<sup>th</sup> Avenue, allowing customers to deliver mail without entering the building. The last pick up from the drop box is 7:00pm. A drop box is also located in Tumwater off Industrial Way. Look for it behind Building 17 at 7219 Cleanwater Lane. The last pick up is 4:00pm. Visit our website for a map and directions to CMS at [www.ga.wa.gov/mail/map.htm](http://www.ga.wa.gov/mail/map.htm).



## SPECIAL DELIVERY



January 16, 2004, CMS employees Man Nguyen and Thanh Thao Le welcomed the birth of their son Khang Le Nguyen. Khang was born at 7:05pm and weighed 6 pounds, 11 ounces. According to his proud Dad, Khang does not sleep for long intervals but he loves the shower.

We wish the family well!



CMS Express is published quarterly by Consolidated Mail Services.

Forward your comments or questions to:

Diane Wilkinson  
Customer Service  
(360) 664-9506

Visit our website at:  
[www.ga.wa.gov/mail](http://www.ga.wa.gov/mail)

## Doug Rohr Moves On

...but not far. After several years in Customer Service at CMS, Doug has been selected to manage the Outgoing Mail section. Doug will oversee over 30 employees in the Insert and Presort areas processing around four million pieces of mail monthly—a huge responsibility for which he is very capable. Doug was originally hired as graveyard mail sorter in 1992 and from there has worked in various capacities while at CMS including a few years as a Truck Driver. Doug most recently was the Customer Service Manager. Doug can be reached at 360-664-9618 or [drohr@ga.wa.gov](mailto:drohr@ga.wa.gov).



## Training and Tour

This quarter's CMS customer training and tour will be held on **Tuesday, June 15, from 9:00-12:00**. Come and see how your mail is processed and get answers to your questions. Included in this meeting will be an explanation of the Incoming and Campus mail surveys that will be held in July.

Please register by Friday, June 11 by calling Diane Wilkinson at 360-664-9506, or email Diane at [dwilkin@ga.wa.gov](mailto:dwilkin@ga.wa.gov). There is no cost to attend.

## Keep it moving!

Let's face it—in this day and age everyone is more aware, careful, and even suspicious when it comes to handling mail. Now imagine handling 36,188 pieces of incoming and campus mail on a daily basis. At CMS that's a reality. Improperly addressed or improperly packaged mail may cause unnecessary delays. Please remember the following when addressing and packaging mail:

- Recipient's address should be complete and readable.
- Always include a return address.
- Do not send packages that contain hazardous or odorous materials.
- Remove batteries from items such as pagers, cell phones, or other electronics before packaging.

These simple steps help keep mail moving—thanks for your assistance!



Washington State Department of  
**General Administration**

## Contact Information

Customer Service	(360) 664-9506
Campus and Incoming Mail	(360) 664-9617
Outgoing Mail/Presort Section	(360) 664-9619
Outgoing Mail/Inserting Section	(360) 664-9618
Distribution	(360) 664-9618
Fiscal/Invoicing	(360) 586-1947
Receptionist	(360) 586-0457
Supply Line	(360) 753-5443
Fax	(360) 664-9620